

STATE LIBRARY SERVICE LOG FY20: Jun. - Aug. 2019

This report uses data from the State Library's service and support tracking software, where staff members log their interactions with libraries and the public, including technical support requests, State Library program questions, consultations, reference questions, and more.

LIBRARY SUPPORT NETWORK

Monthly Overview	JUN	JUL.	AUG.	
Tickets Created	526	697	918	Total: 2,147
Unique Customers	236	267	375	Average: 293

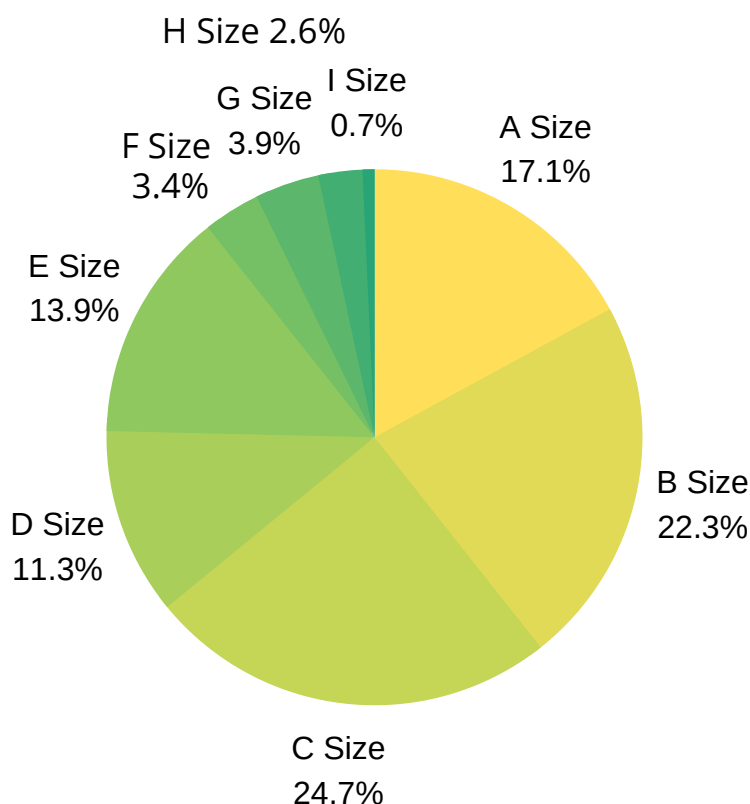


Tickets by Library Type

Public: 1,957
 Special: 89
 Academic: 24
 N/A: 10
 State Agency: 12
 School: 1
 Regional: 0
 AEA: 0



Tickets by Library Size



Top 10 Support Topics

1. Bridges (490)
2. PLOW (226)
3. Continuing Education (199)
4. Boards (174)
5. Accreditation (150)
6. OCLC (138)
7. Open Access (129)
8. SILO (129)
9. Library Visit (121)
10. E-rate (110)

Iowa Libraries: Breakdown by Size (544 Total)

A Size: 147 (27%) D Size: 48 (8.8%) G Size: 10 (1.8%)
 B Size: 131 (24%) E Size: 41 (7.5%) H Size: 11 (2%)
 C Size: 135 (25%) F Size: 18 (3.3%) I Size: 3 (0.6%)

SMALLER ← → LARGER

Continued on reverse

SERVICE LOG: Jun. - Aug. 2019 (continued)

SPECIALIZED LIBRARY SERVICES

Monthly Overview	JUN.	JUL.	AUG.	
Reference Requests	423	474	500	Total: 1,397
Unique Customers	425	469	492	Average: 462

Requests by Customer Type



General Public: 1,103

State Agency: 116

Library: 108

Other Institution: 59



Purpose of Contact

1. **State Government** (569)
2. **Legal Questions - General** (258)
3. **General Question** (242)
4. **Law Library** (144)
5. **Legal Questions - Library** (29)
6. **Census** (20)
7. **User Support** (7)

COMBINED STATISTICS

Total Tickets/Requests: 3,544

Total Customers Assisted: 2,264

Request Method



Chat: 273



Email: 309



Phone: 485



Mail: 58



In Person: 272

Door Count: Iowa Law Library

18,015
Visitors



**STATE LIBRARY
OF IOWA**